

## ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)

Committee Meeting Minutes

Via video-conferencing

119 Lower Beech Street-Wilmington and 900 Public Safety Blvd-Dover

Wednesday, March 13, 2019

1:00 - 3:00pm

The Elderly and Disable Transit Advisory Committee (EDTAC) met Wednesday, January 9, 2019 at 1:00pm via conference call.

In attendance:

**EDTAC MEMBERS:**

Blake Roberts, Chair

Amanda Lord

Ken Moore, CHEER

Bruce Fisher

Kathleen McCool, Co-Chair

Jim Shiber, DVI

Debbie Dunlap

Catrina Gosine

Melissa Martin

**DTC Representatives:**

Lori Yeager, Paratransit Support Services Manager

Rhonda Perry, Financial Support Manager

David Lewis, Eligibility Supervisor

William Lawless, Reservations Supervisor

Marcella Brainard, Chief Manager Mobility

Phyllis Morris, Customer Relations

Paul Kulesza, Fixed Route Director

Stephen Ottinger, Planning

Belinda Strickland, ADA Compliance Specialist

Margaret Webb, Paratransit Director

Debbie Erhart, DBE Program Analyst

**Guest:**

Dwayne Adams

Monica Edgar

**Members Absent:**

**Call to Order**

Blake Roberts, Chair, started the meeting and the minutes from the January 9, 2019 meeting were approved.

**Round Table Introductions**

**Overview of Travel Training Program & Referral Process**

David Lewis, Eligibility Supervisor gave an overview of the Travel Training program and the referral process. The Eligibility Department has started conducting Travel Training Workshops at the following schools:

- De School For The Deaf
- Smyrna High School

The workshops will educate individuals how to:

- Download the DART Transit App
- Plan a trip

- Navigate DART's website
- Read a bus schedule
- Pay fare
- Save money for daily trips
- Find bus stops

The department will also be doing hands on training and eventually they will start doing workshops monthly at DTC.

**On Time Performance Data for Fixed Route- Paul Kulesza**

The OTP has improved since the December 9, 2018 service change.

**NC-** Dec 73%    Jan 83%

**NC Contract**

Dec 71%            Jan 81%

**KC-** Dec 80%    Jan 85%

**SC-** Dec 74%    Jan 79%

**Resort-** 93%

**SEPTA** went from 79% to 76%

**On Time Performance for PARATRANSIT- Margaret Webb**

Dec                      Jan (ADA Trips)

**NC** – 81%                **NC**-83%

**KC** – 88.5%            **KC**-89.5%

**SC** – 89%              **SC**-93%

Over 75,000 trips in January

**May Service Change- Steve Ottinger, Planning**

Public comments on website is officially closed. However, he will take any comments from the committee. The proposal summary:

**New Castle County-** Based on zero or very low ridership, DTC is proposing the removal and consolidation of a number of bus stops throughout NCC. Schedule times on some routes would be adjusted to improve on-time performance and connections. The DART website has a complete listing of the bus stops being proposed for removal, as well as specific route schedules.

**Route 2:** Weekday services would be improved to operate every 20 minutes between 6 AM and 7 PM.

**Route 6:** Weekday service would be improved to operate every 20 minutes between 8 AM and 3 PM, and additionally from Newark between 4:50 PM and 6:10 PM.

**Route 8:** Saturday service would operate every 55 minutes instead of every 45 minutes to improve on-time performance.

**Route 13:** More weekday trips would serve Airport Plaza Shopping Center during the morning and afternoon rush hours.

**Route 15:** The “Limited Stop” designation of one weekday trip in each direction would be removed so all stops on New Castle Ave. between Cherry Ln and Walnut St. would be served. These same trips would no longer serve New Castle Ave. between Moores Ln and Landers Ln as service would be revised to serve Jefferson Farms on all trips.

**Route 33:** Seven existing trips would be extended to serve Fairplay Station to connect with SEPTA trains, replacing Route 59 service.

**Route 35:** Weekday trip times would be adjusted to compliment proposed Route 2 service improvements.

**Route 40:** The last weekday trip from Wilmington would operate via DE 7 to Glasgow.

**Route 59:** Route would be discontinued due to low ridership. Route 33 provides trip opportunities and connections between Wilmington, Fairplay and Newark Train Stations.

**Kent County:** Schedule times would be adjusted on some routes to improve on-time performance and connections

Route 120: To improve on-time performance, the route will end at Scarborough Rd. Park & Ride, no longer serving Dover Mall or the stops in between.

**Sussex County:**

**Route 212:** Schedule times would be adjusted to improve on-time performance and connections.

**Route 215:** A one-way trip would be added leaving Rehoboth Beach at 11:20 PM to Millsboro to improve connections.

**Seasonal Beach Bus Service:** DART’s daily Beach Bus service begins Monday, May 20, 2019:

**201 Red Line:** Lewis Transit Center (LTC) to Rehoboth to operate every 10-30 minutes depending on time of day, approximately 5:30 AM to 2 AM.

**203 Orange Line:** LTC to Dewey to operate every 30 minutes from 8:30 AM to 1:30 AM

**204 Yellow Line:** LTC Downtown Lewes/Ferry Terminal to operate every 30 minutes from 6 AM to 2 AM

**206 Green Line:** LTC to Georgetown to operate seven Sunday trips between 7 AM and 10 PM, in addition to its regular service.

**208 Blue Line:** Rehoboth Park & Ride to Dewey, Bethany, Ocean City, MD to operate approximately every 2 hours, 7:45 AM to 2:25 AM

**215 Purple Line:** Rehoboth to Long Neck/Millsboro to operate 11 trips to Millsboro, 10 trips to Rehoboth from 5:30 AM to 12:35 AM

**305 Magenta Line:** Service between Wilmington and Rehoboth providing 3 round trips on Saturdays, Sundays and holidays

### **Intercounty**

**Route 301:** Express trips leaving Wilmington and would serve the bus stop on King St. at 8<sup>th</sup> St.

**Route 303:** To improve on-time performance, bus would use POW/MIA Parkway to get to/from the Dover Transit Center. Bus stops on State St. would continue to be served by Route 105.

### **Violent and Disruptive Behavior Policy Review on Para and Fixed Route- Belinda Strickland**

Discussed with the committee the revision of the policy and wanted to get their thoughts and ideas regarding consequences for violent and disruptive behavior and how it should be handled. At the January meeting the committee requested the current policy be sent to them for review and feedback. This discussion was a continuation from the information Ken Moore sent back. Ken elaborated on different issues that could possibly be disruptive or violent.

DTC's ADA Committee will be revising this policy which will include separating the policy and having information placed on the intranet what the customer should know and there will be an internal policy for employees. This information could also be included in the welcome packets for new paratransit riders. The current policy includes language from FTA which was also discussed. The EDTAC Committee will assist with any appeals for suspensions on paratransit and Fixed Route. Information discussed by the committee will be taken into consideration by DTC's ADA Committee when revising the policy.

The committee asked, if they could get a report on how many incidents regarding violent and disruptive behavior along with examples. Margaret Webb will gather that information to report at the next meeting in May.

### **Updates from DTC**

- Chief Manager Mobility- Marcella Brainard

Emailed her updates and they were sent out to the committee. 5310 Program had 25 applications. 17 agencies applied and all 17 agencies were responsive. A total of 15 agencies will be awarded vehicles.

- Stephen Ottinger, Planning

Elderly population growing downstate. Maybe Flex route would be an option for some who could do a curb to curb service. Transit center in Wilmington is still under construction.

- Before the Open Forum Blake ask the committee to vote on having Catrina Gosine voted in as an EDTAC Committee member. Ms. Gosine was voted in by all the members.

### **Open Forum**

### **Adjourn**